



CITY OF ATLANTA

SHIRLEY FRANKLIN
MAYOR

55 TRINITY AVENUE, S.W.
ATLANTA, GEORGIA 30335-0300
TEL (404) 330-6100

02-C -1744

October 7, 2002

President Cathy Woolard and
Members of Atlanta City Council
City Hall, Suite 2900 South
68 Mitchell Street SW
Atlanta, Georgia 30335

RE: Appointment to Supplemental Environmental Projects (SEP) Advisory Committee

Dear President Woolard and Members of the Council:

It is a pleasure for me to appoint **Ms. Rosie T. Pettigrew** to serve as a member of the **Supplemental Environmental Projects (SEP) Advisory Committee** of the City of Atlanta. This appointment is for a **term of two (2) years and does not require Council Confirmation**, and thus, is scheduled to begin on the abovementioned date.

I am confident that Ms. Pettigrew will serve the Supplemental Environmental Projects (SEP) Advisory Committee with distinction.

Sincerely,



Shirley Franklin

Enclosures

Rosie T. Pettigrew
E-mail: rpettigrew@att.net

710-750-4670 w

3947 Fennel Circle SW
Atlanta, GA 30331

Residence: 404-696-5028
Office: ~~404-593-7402~~

Summary

Management professional with over twenty-five years of Progressive and diversified corporate experiences in Project Management, Supplier Management, Network Operations, Sales/Business development, Procurement, Human Resources and Information Systems areas. Proven track record in managing projects exceeding \$300 M and in developing and implementing efficient process improvements. Highly skilled in leading people, planning, developing, managing and implementing corporate projects efficiently and effectively. Technical background in telecommunications. Results-driven, self-motivated and creative with strong problem solving, analytical, interpersonal, communication, negotiation and presentation skills. Experience is augmented with the writing, development and delivery of software applications, training and professional development.

Objective

Leadership position in Management, Project Management, Supplier Management, Human Resources, Customer Services, Sales or Network Operations.

Education

Masters Certificate in Project Management – George Washington University			
Masters Certificate in Procurement – Arizona State University			
MPA	Clark Atlanta University	Human Resources /Management	1994
	<i>Pi Alpha Alpha Honor Society</i>		
BA	St. Leo College	Human Resources	1990
AA	Penn Valley Community College	ARTS	1985
	Univ. of Arkansas at Pine Bluff	Mathematics/Chemistry	

INTERNATIONAL STUDIES ABROAD - Studied in Greece (1992) and Germany (1985)

Experience**Lucent Technologies**

Atlanta, GA

2000 – Present:

Program Manager – Bellsouth Program Team

Project manage all phases of Bellsouth's Power Plant Systems, ADSL and Outside Plant Services deployed in KY and TN. Effectively access, review, coordinate, manage and evaluate the scope of a large volume Power, ADSL and Data service orders. Responsible for overall project management to ensure the completion on engineering specifications, jeopardy resolution, internal and external (OEM) supplier shipping of material, during the service provisioning process. Work closely with local Bellsouth South Project and capacity managers to ensure project goals are met. Managed Customer Service team for expediting, order entry, material, and scheduling. Managed processes to achieve milestones and initiate corrective action as needed in support of the Bellsouth customer goals. Coordinate, facilitate and interface with required support functions for engineering, installation, logistics, customer service, factories, order management and service execution. Manage all orders using Service Link for updates and status.

Communications Management Associates, Inc. Atlanta, GA

1998 - 2000

President/CEO - Provider of telephony communication services. Avaya, formerly Lucent Technologies Authorized Business Partner; Responsible for market development, sales/technical support, customer service, technical system design, and maintenance. Consulted with customers on local service and integrated business telephony needs and requirements. Worked with vendors to design and implement turn-key for telephone, wireless and computer business solutions. Information Technology and Professional Development training development provider.

Veteran's Upward Bound/ VORCI – Computer Instructor - Part-time Instructor of Computer classes for Word, PowerPoint, Excel, and Access software applications. Students learn the basic skills for using the internet, e-commerce, and how to write effective e-mail messages.

Computer Training Instructor/Consultant - Provided computer software training to HUD Support Personnel at Morris Brown College. Instructed personnel on the Introduction to the Internet, Microsoft Word and PowerPoint applications.

Rosie T. Pettigrew**page 2****AT&T****Atlanta, GA****1996 - 1998**

Manager- Systems Engineer Applications Planning - Analyzed the technical feasibility, defines and reviews requirements for new and enhanced financial systems applications, write requirements documentation and performs business analyst responsibilities. Prepared technical documentation for technology planner, process analyst, and other documentation to obtain capital funding for application approval, development and modifications. Prepared technical and feasibility documentation for systems' integration and conversion to Oracle Financials. Served as Project Manager for process implementation.

AT&T Project Manager - Supplier Management - Managed vendor relations and selection through the contract process using Requests for Information, proposals, Marketbasket Analysis, process formulation and documentation and supplier performance metrics. Project Team Leader and manager for outsourcing and establishing AT&T's Information Technology procurement process for hardware and software.

AT&T Site Asset Project Manager - Purchased Information Technology personal computers, servers, and accessories. Project managed contract selection and implementation, bill payment, capital purchases, product returns and supplier performance reviews.

AT&T Account Executive - Specialist in the sale of complex (T-1) network services to AT&T customers. Identified specific customer business needs through premise visits, and recommended technical applications/solutions. Developed strategic business plan for all Business offerings for Telephony services, Dedicated Services, Megacom (High-end) T-1 services in assigned geographic territory. Gathered customer inbound and outbound billing data for network optimization and competitive win-back, prepared and wrote proposals, and performed telephony analysis. Provided technical support to Account Consultants and Megacom Territory Executives to ensure their sales success. Increased AT&T network revenues and protected existing customer base by managing a geographical territory through premise visits and direct face to face sales. Achieved average of 221% of annual sales objectives with increased annual network revenues of \$60K. Achieved 245% of sales objective for telephone equipment leads with five (3) equipment sales exceeding \$500K.

AT&T Supervisor, Access Management - Subject matter expert for Local Access billing. Developed auditing and related methods and procedures for reviewing local Exchange Company access billing. Consulted and interfaced with Local Exchange Carriers account team to ensure accurate access financials and billing.

AT&T Supervisor, Human Resources - Planned, coordinated updates, maintenance and training for employees using the Human Resource database. Maintained confidential employee records and reporting of information to state government. Developed and implemented strategic plans to transition responsibilities to Atlanta.

AT&T Supervisor/ Network Operations - Managed and trained Communication Technicians responsible for provisioning data and voice telecommunications within the United States, Mexico and Canada.

AT&T Supervisor/Intercompany Service Coordination - Responsible for coordinating services, circuit design, installing, tracking and provisioning of inbound and outbound special service order activities for digital and analog services throughout the United States, Mexico and Canada.
Supervisor

Communications Technician Southwestern Bell Telephone Company/AT&T Long Lines 1971 to 1978
Responsible for 1A Processor translations establishing Residential and Commercial Services, testing TSPS and Toll circuits. Analyzing and resolving network trouble.

Rosie T. Pettigrew**page 3****Accomplishments**

- Project managed the outsourcing, design, and implementation of AT&T's Information Technology Procurement Process within three months. This turnkey process provided product pricing reductions and cost savings valued at over \$5 million. Cycle time from order to receipt of products was reduced for software by 50% (from 6 to 3 days) and hardware by 60% (from 15 to 6 days).
- Implemented and project managed a career management program and developed professional readiness curriculum for Personal Image, Business Etiquette and Corporate Culture, Dining Etiquette, Professional Networking, Resume Improvement, Interviewing Techniques, Performance Management, Written Communications, Effective Presentations and Career Planning.
- Successfully sold, proposed and optimized commercial business clients using voice and data telecommunication services and far exceeded branch Sales Quota Management by 221% for new revenue.
- Developed technical documents to convert and integrate fourteen principal Financial Application systems relating to budgeting, forecasting and capital management to Oracle. The deployment of Oracle retired eight financial systems by year-end and provided cost saving in excess of \$50 million.
- Received a \$5,000 National Commercial Markets Vice President's Award and Achiever's Club Award for exceeding AT&T sales quota as an Account Executive.
- Managed a Call Center Team with Sales Representatives. Received a 4.8 (scale of 1 to 5) rating on the Employee Satisfaction Survey for employee coaching and development, which was the highest manager rating in the branch. Instructed representatives on new promotions. Managed quality process to improve performance.
- Managed a publication team to plan, design, develop layout and produce hard copy journals for non-profit organizations. Used computer resources to reduce cycle time and printing costs.
- Reviewed and evaluated grant proposals for professional services for the Private Industry Council and the Atlanta Chamber of Commerce.

Memberships/Community Involvement**Leadership Atlanta Class of 2001 member and initiative participant**

- Fall Retreat Committee Co-Chair

Board Of Director's - Newcomer's Network, supporting Refugee Women and Children Initiatives

- Secretary
- Fund Raising Committee Chair person
- Member Personnel Committee

UAPB National Alumni Association

- National Conference Program Manager
- 2002 Summer Conference Co-Chair Person

UAPB Atlanta National Alumni Association**Atlanta Council District 10 Leadership Team****Martin Luther King, Jr. Drive Community Development Corporation**

- Advisory Council Member

Freelance Writing**Copyrights:**

- Effective Telephone Skills
- Conference Planning Guide
- "A New Beginning: The Marriage of Two Families"

Freelance Writing: Published Nationally

- Alliance Diamond Magazine
- College Preview Magazine
- Career Focus Magazine
- Champion Newspaper
- National Alumni Newsletter

AWARDS

Community Service Award; 2 Sales Vice President Awards, 2 Significant Sale Awards; Achievers Club; Kool Achiever's Award. Leadership Awards - UAPB

ADDITIONAL SKILLS

Skilled and Certified Program/Project Manager

Knowledge of Microsoft Projects, Primavera 3 Project Scheduling tools, Visio

Proficient in Network Applications, Telephony, and Microsoft Office (Word, PowerPoint, Access, Excel)

Director- Professional Development - Alliance of Black Telecommunications Employees' Inc.

02-C-1744

(Do Not Write Above This Line)

A COMMUNICATION BY MAYOR SHIRLEY FRANKLIN

First Reading

Committee _____
Date _____
Chair _____
Referred To _____

Committee

Date

Chair

Action
Fav, Adv, Hold (see rev. side)
Other

Members

Committee

Date

Chair

Action
Fav, Adv, Hold (see rev. side)
Other

Members

Refer To

Refer To

Committee

Date

Chair

Action
Fav, Adv, Hold (see rev. side)
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Date

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Action
Fav, Adv, Hold (see rev. side)
Other

Members

Date Referred

Referred To:

Date Referred

Referred To:

Date Referred

Referred To:

CERTIFIED

FINAL COUNCIL ACTION

☐ 2nd ☐ 1st & 2nd ☐ 3rd

Readings

☐ Consent ☐ V Vote ☐ RC Vote

OCT 07 2002

MAJORITY CITY COUNCIL MEMBERS
Luther, W. A. Woodard

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MAYOR'S ACTION